



Coordinated Entry Steering Committee

November 1, 2023

Agenda

Call To Order – Christina Weckerly, Committee Chair

- 1. Welcome and Introductions – Christina Weckerly, Committee Chair**
- 2. Coordinated Entry System (CES) Updates – Rebecca Ricketts, CES Manager, Care Coordination**
 - **Individual CES** – Tianna Terry, Individual CES Manager, Friendship Shelter
 - **Family CES** – Jocelyn Morales, Senior Family System Specialist, Family Solutions Collaborative
 - **Veteran Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - **Transitional Aged Youth Registry** – Rebecca Ricketts, CES Manager, Office of Care Coordination
 - **Virtual Front Door** – Amy Arambulo, Vice President of Community Impact, OC United Way
- 3. CES Policies and Procedures Updates – Rebecca Ricketts, CES Manager, Office of Care Coordination**
- 4. CES Training Ad Hoc Updates/Recommendations – Rebecca Ricketts, CES Manager, Office of Care Coordination**
- 5. CES Dashboard Ad Hoc Updates/Recommendations – Rebecca Ricketts, CES Manager, Office of Care Coordination**
- 6. CoC Updates – Felicia Boehringer, CoC Administrator, Office of Care Coordination**
- 7. Next Meeting: January 3rd, 2024, from 2:00 p.m. – 3:00 p.m.**

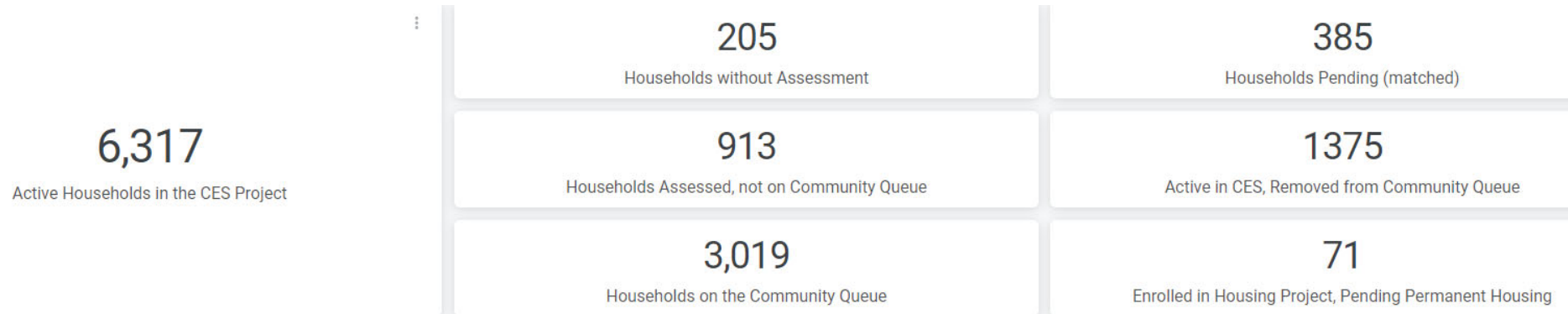
Welcome and Introductions & Public Comments

Coordinated Entry System (CES) Updates

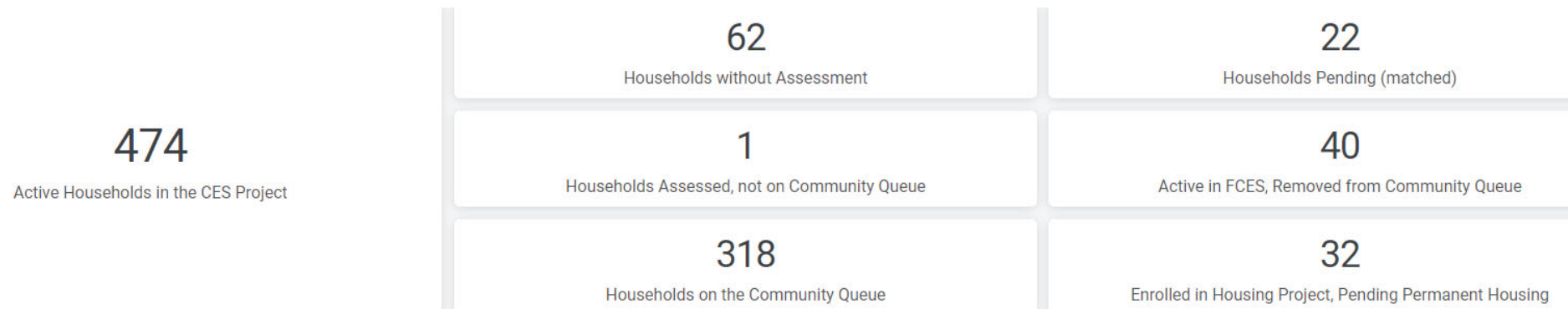
Rebecca Ricketts, CES Manager,
Office Of Care Coordination

Business Calendar – Item #2

Individual CES Dashboard



Family CES Dashboard



Business Calendar – Item #2



Family Homelessness in OC, CA – September 2023



Families Currently Experiencing Homelessness

630



Homeless adults

281



Homeless children
age 0-5

529



Homeless children
age 6-17



146

Families in
Shelters*



262

Unsheltered
Families*



27

Families in Other*
Living Situations

435

Total Families Receiving Family CES Services

Data as of October 1st

816

Family Service Request
Forms Received

53

Families Waiting
for Shelter



17

Families Reconnected
to Support System to
Resolve Homelessness

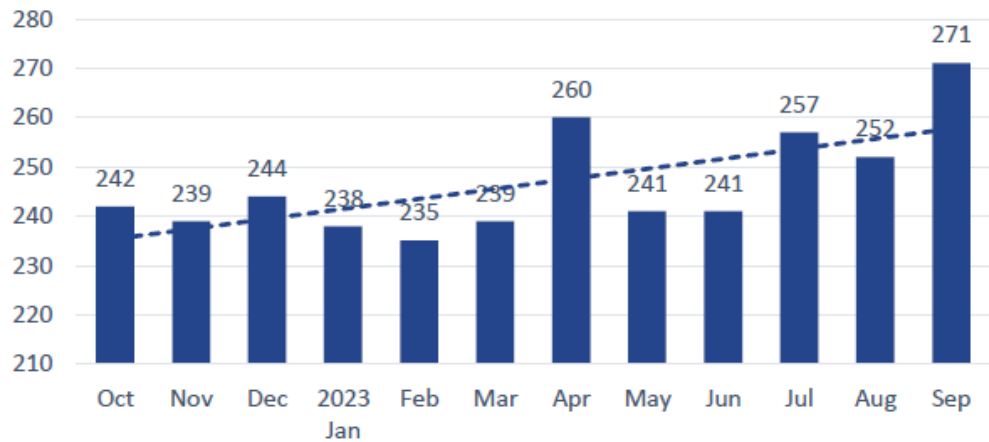


13

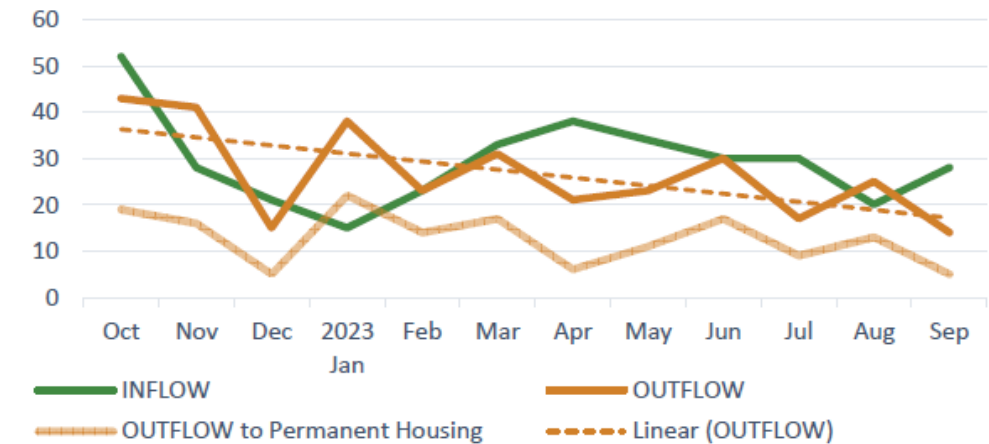
Families Who Moved
into Housing

Veteran Registry Dashboard

Homeless Veterans on Veteran Registry



Inflow vs. Outflow by Month



Currently, there are 282 veterans on the Veteran Registry including 271 veterans experiencing homelessness. In the previous 12 months, 154 veterans have been housed in permanent, stable housing. Over 30 agencies, including the VA Community Resource and Referral Center, outreach providers, and shelter providers, continue to meet weekly to coordinate housing and services for veterans experiencing homelessness in Orange County. In the past 12 months, there has been a 12% increase in the number of veterans experiencing homelessness in Orange County.

Homeless Veterans

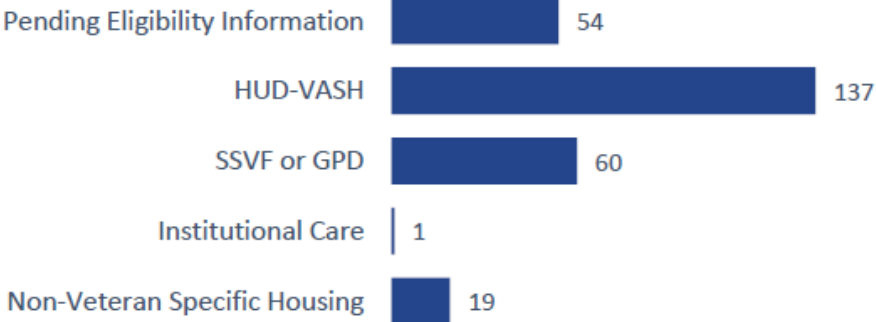
271

Veterans Housed

154

10/1/22-9/30/23

Permanent Housing Plan



2023														Total	Bar Chart
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep			
INFLOW	52	28	21	15	23	33	38	34	30	30	20	28	352	Bar Chart	
OUTFLOW	43	41	15	38	23	31	21	23	30	17	25	14	321	Bar Chart	
OUTFLOW to Permanent Housing	19	16	5	22	14	17	6	11	17	9	13	5	154	Bar Chart	
OUTFLOW exceeded INFLOW		✓		✓							✓				
Homeless Veterans on Veteran Registry	242	239	244	238	235	239	260	241	241	257	252	271			

Business Calendar – Item #2

Transitional Aged Youth CES Dashboard

87

TAY Households no on Community Queue

231

Active TAY in the CES Project

135

TAY Households on the Community Queue

LZPO

9

TAY Households Pending (matched)

Housing Interests	Households	%
Rapid Rehousing	81	60%
Other Permanent Housing	121	90%
Permanent Supportive Housing	67	50%
TOTAL HOUSEHOLDS ASSESSED	135	

Slide 8

LZP0

Should this be TAY Households not Assessed, on the community Queue. Please revie and confirm this section.

Lundy, Zulima P, 2023-11-01T16:48:57.336

Business Calendar – Item #2

Virtual Front Door Housing Data

07/01/23 - 09/30/23

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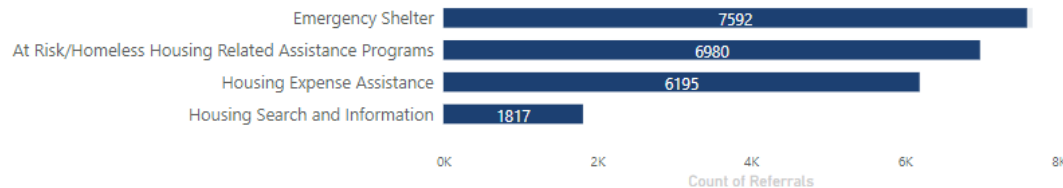


All Housing Contact Information

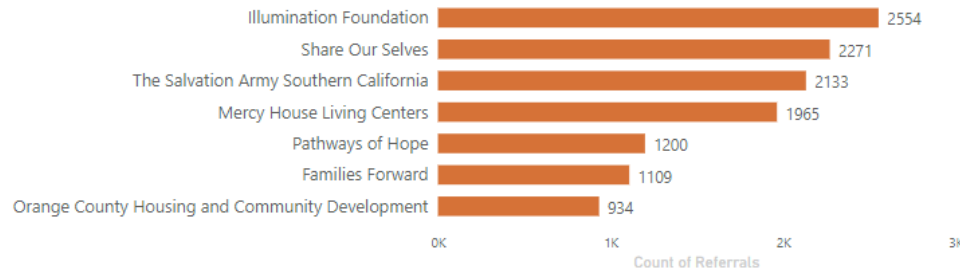
[Click here](#) for a glossary of housing taxonomy definitions

Housing Needs by Referral Type

Updated NeedWasUnmet ● Met ● Unmet



Referrals by Agency



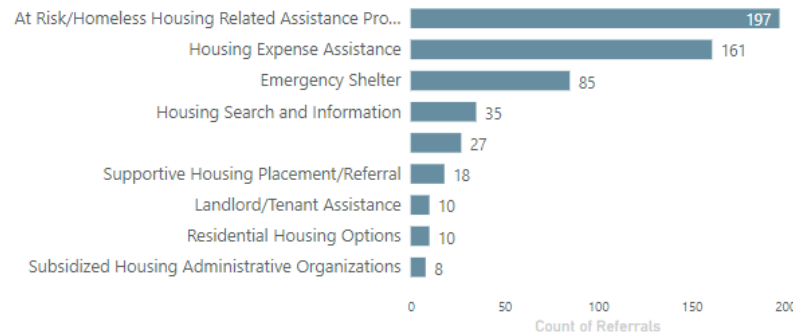
Veteran Information

Veteran Contacts with Housing Needs

557

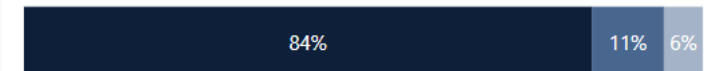
Veterans who contact 211 can opt in to care coordination for specialized navigation through the veteran program landscape. The Veteran Care Coordinator gathers intake information, provides initial I&R resources, makes a warm hand-off to a peer navigator, conducts follow-up, and provides intake through closed-loop case management reporting across all veteran agencies.

Veteran Housing Needs by Referral Type



Crisis, Critical & Vulnerable Calls

● Crisis ● Critical ● Vulnerable



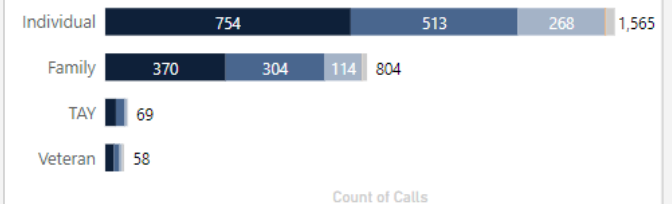
Homeless Contact Information

Homeless Contact Household Type



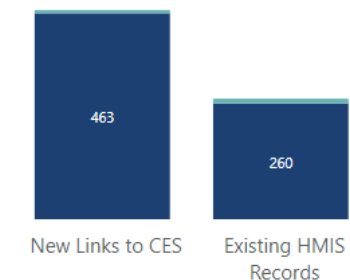
Referrals to Access Points For Homeless Contacts

Hover to see detailed counts of each agency referred to
SPA ● North ● Central ● South ● Outside of OC ● Unknown



Homeless Contacts With HMIS Profiles

● Family Coordinated Entry Assistance ● Veteran Coordinated Entry Assistance



CES Policies and Procedures Updates

Rebecca Ricketts, CES Manager,
Office of Care Coordination

Business Calendar – Item #3

CES Policies and Procedures Overview

- The public feedback period for the revised draft of the CES Policies and Procedures occurred from **September 12, 2023, through September 27, 2023**. Public feedback was received during public listening session and in writing.
 - ❖ During the public feedback period, the Office of Care Coordination hosted two public listening sessions via Microsoft Teams on Wednesday, September 13, 2023, in the evening, and Monday, September 18, 2023, during business hours.
- The proposed changes to the CES Policies and Procedures were presented and approved at the Policies, Procedures, and Standards Committee on **October 10, 2023**.
- The proposed changes to the CES Policies and Procedures were continued by the Continuum of Care (CoC) Board on October 25, 2023 to a future CoC Board meeting in response to public feedback received after the public feedback period closed.

Business Calendar – Item #3

Timeline

Date	Activity
June 16, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #1
June 23, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #2
June 30, 2023	Phase 1: Survivor Stakeholder Ad Hoc Meeting #3
July 5, 2023	CES Steering Committee Meeting (roll-out)
July 7, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #1
July 21, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #2
July 28, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #3
August 4, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #4
August 11, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #5
August 17, 2023	Lived Experience Feedback Session #1
August 22, 2023	Lived Experience Feedback Session #2
August 25, 2023	Phase 2: Survivor Stakeholder Ad Hoc Meeting #6
September 6, 2023	CES Steering Committee Meeting (policy recommendation)
September 13, 2023	Public Feedback Period Begins
September 13, 2023	Public Listening Session #1
September 18, 2023	Public Listening Session #2
September 27, 2023	Public Feedback Period Ends
October 10, 2023	CoC Policies, Procedures and Standards Committee Meeting
October 25, 2023	CoC Board Meeting

Business Calendar – Item #3

Next Steps

- The Office of Care Coordination will work with victim service providers and stakeholders to incorporate additional feedback into the draft CES Policies and Procedures. If significant changes are recommended, the public feedback period will be re-opened.
- The Survivor Stakeholder Ad Hoc recommended creating an ad hoc to review and make recommendations on the Survivor Assessment Tool.

Anticipated Timeline

Policies, Procedures and Standards Committee Meeting

Date: Tuesday, December 12, 2023

Continuum of Care Board Meeting

Date: Wednesday, December 20, 2023

Business Calendar – Item #3

Recommended Action

1. Establish an ad hoc to review the Survivor Assessment Tool and make recommendations to the Policies, Procedures and Standards Committee

RRJ0

Slide 14

RRJ0

The goal would be to go to PPS at the same time for both the assessment and the P&Ps.

Ricketts, Rebecca J, 2023-10-26T01:22:33.051

RRJ0 0

Current target: 12/12

Ricketts, Rebecca J, 2023-10-26T01:22:43.404

JSL0 1

Agreed

Jones, Sarah L, 2023-10-31T21:58:15.193

CES Training Ad Hoc Updates/Recommendations

**Rebecca Ricketts, CES Manager,
Office of Care Coordination**

Business Calendar – Item #4

CES Training Ad Hoc

- A variety of stakeholders, including people with lived experience, dedicated themselves to thoughtfully prepare training recommendations to the CES Steering Committee.
- The CES Training Ad Hoc developed training recommendations after discussing the vision and goals of CES training and success factors of effective training.

Business Calendar – Item #4

CES Training Ad Hoc Recommendations

Vision and Values

The Coordinate Entry System is committed to providing ongoing training and support to CES partners, stakeholders and the broader community. The training and resources provided by CES are informed by the perspective of people with lived expertise. While training on policies and procedures is critical, it must be infused with empathy and a focus on building positive relationships with people experiencing homelessness and community partners. The core values of the CES training resources are:

**PERSON-CENTERED
RESPECTFUL
TRAUMA INFORMED
STANDARDIZED
MULTI-LEVEL
COMMUNITY-WIDE**

Business Calendar – Item #4

CES Training Ad Hoc Recommendations

Training Topics

CES 101

Purpose: The purpose of the CES 101 training is to provide a high-level overview of CES for all levels of the organization for CES partners and community-wide understanding of CES. This training is required for all CES Partners.

Target Population:	CES Partners
Schedule:	Ongoing
Modality:	On Demand

Target Population:	Community Partners and Public
Schedule:	Ongoing
Modality:	On Demand

Customer Service Training

Purpose: The purpose of customer service training is to foster positive relationships between CES partners, people experiencing homelessness and community partners. This training is required for all CES Partners providing direct client services.

Target Population:	CES Partners
Schedule:	Annual
Modality:	In Person

Community Events

Purpose: The purpose of community events is to build capacity and understanding in the community about CES.

Target Population:	Community Partners
Schedule:	Annual
Modality:	In Person

Business Calendar – Item #4

CES Training Ad Hoc Recommendations

Training Required by CES Policies and Procedures

In addition, CES is required to provide annual training in the following areas according to the CES policies and procedures approved by the Continuum of Care Board in order to maintain and upload standard policies and procedures.

Assessment Training

Purpose: Standardize the assessment process for all access points and assessors.

Target Population:	CES Access Points
Schedule:	Annual
Modality:	On Demand

HMIS Data Entry

Purpose: The purpose of the HMIS Data Entry training is to maintain quality data for efficient and appropriate housing referrals. Training will include a review of data entry practices and HMIS reports. This training is required for all CES Partners.

Target Population:	CES Partners
Schedule:	Ongoing
Modality:	On Demand

CES Policies and Procedures

Purpose: Foster awareness and implementation of the CES policies and procedures as approved by the Continuum of Care Board, including assessment procedures, prioritization, housing referrals, participant privacy, cultural humility and linguistic competency, safety planning and trauma-informed practices. This training will include roles and responsibilities for CES Access Points, Matchmakers and Housing Providers, including the responsibility to clearly communicate expectations and responsibilities to participants..

Target Population:	CES Partners
Schedule:	Annual
Modality:	Live

CES Agency Administrator Training

Purpose: Educate CES Agency Administrators on the CES policies and procedures as approved by the Continuum of Care Board to aid in communicating and training all CES users and assessors within their organization. This training is required for all CES Agency Administrators.

Target Population:	CES Agency Administrators
Schedule:	Annual
Modality:	Live

Business Calendar – Item #4

CES Training Ad Hoc Recommendations

- In addition, the CES Training Ad Hoc recommends that CES Administrative Staff develop a system-wide operational guide.

CES Dashboard Ad Hoc Updates/Recommendations

Rebecca Ricketts, CES Manager,
Office of Care Coordination

Business Calendar – Item #5

CES Dashboard Ad Hoc

- The CES Dashboard Ad Hoc composed of representatives from CES partner agencies met on October 13, 2023, and October 27, 2023, to review and discuss existing data and reports available for CES.
- The CES Dashboard Ad Hoc will continue to meet in November to discuss the following key questions:
 - Who is the target audience for the CES dashboard?
 - What is the purpose of the dashboard?
 - What data metrics are important to highlight?
 - What report format should be used?
- The CES Dashboard Ad Hoc will continue to report progress and recommendations to the CES Steering Committee.

Continuum of Care Update

Felicia Boehringer, CoC Administrator,
Office of Care Coordination

Business Calendar – Item #5

The Office of Care Coordination is Hiring!

The Office of Care Coordination is seeking qualified applicants for the position of **Coordinated Entry System Staff Specialist**. This recruitment will close on Wednesday, November 8, 2023, at 11:59 p.m. (PST).

Please review the job listing and apply for the position at:

<https://www.governmentjobs.com/careers/oc>

If you have any questions pertaining to these recruitments, please contact Katie Koreneff at Kathryn.Koreneff-Dale@ocgov.com or (714) 834-3306.

Business Calendar – Item #5

FY 2024 HMIS Data Standards Updates

- HUD has released updates to the [Fiscal Year \(FY\) 2024 Homeless Management Information System \(HMIS\) Data Standards](#), which includes the updates to the Coordinated Entry System data collection requirements announced on [July 10, 2023](#).
- The FY 2024 HMIS Data Standards provide the requirements for the programming and use of all HMIS and comparable database systems and went into effect **October 1, 2023**.
- HUD and their partners received feedback and insight from people with lived experience of homelessness who helped make important updates to the HMIS Data Standards. Among those changes are updates to how race, ethnicity, and gender data will be collected.
- The FY 2024 HMIS Data Standards resources to help CoCs, HMIS Leads, HMIS Vendors, and HMIS End Users to effectively implement these changes are now available on the [HUD Exchange](#).

Business Calendar – Item #5

2024 Point In Time (PIT) Count

- The 2024 PIT is an opportunity to better understand homelessness in Orange County and across the nation. The U.S. Department of Housing and Urban Development (HUD) requires all 400+ Continuum of Care jurisdictions across the nation to complete a biennial unsheltered count and an annual sheltered count of all individuals experiencing homelessness in the community at a single “point in time”.
- The sheltered and unsheltered count will be completed during the last ten days of January.
- Information about how you can help with the 2024 PIT will be coming soon. Please help spread the work and help encourage people to volunteer during the event and/or provide donations.

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Next Meeting

January 3rd, 2024, from 2:00 p.m. – 3:00 p.m.

